1. Is there a requirement for AOMC System Administration to provide technical support or a help desk type feature?
The AOMC help desk requirements are more extensive than everywhere else in the NWSTG. All other areas have government software and technical support available to them for problems that are beyond their responsibility and understanding. The AOMC provides it's own technical/software/administrative support. So, yes the AOMC System Administration provides technical and help desk support for issues that the front line AOMC personnel cannot.

2. Is there a requirement for trouble ticket quality control by the AOMC System Administration personnel?
Just like for all of the other tasks in the PWS, there must certainly be a quality control mechanism involved in servicing the ASOS trouble tickets. I would not want to say that it must be performed in the AOMC System Administration but some daily QC must be performed.

3. Is there a requirement for the AOMC System Administration personnel to provide maintenance support for the ABACUS and AOMC background machines?
The AOMC System Administration personnel are responsible for all software maintenance support for the ABACUS and AOMC background machines except for specifically identified applications.

4. Is there a requirement for the AOMC System Administration personnel to backup data weekly?
Yes, about once a week.

5. What is the associated workload for the following:

5.2 Telecommunication Gateway

Develop and update weekly metric information
1 per week

Update operational procedures
4 per month

Perform low-level maintenance on Government Furnished Equipment
10 per month

Customer notifications
20 per week

Interface with various personnel
250 per month

Monitor operational email account

720 per month

Post events to the Web page
20 per month

Assessments of service provider complaints
5 per month

5.2.1 Telecommunication Support

Document and maintain changes to customer contact information
2 per month

5.2.2. Switch Operations

Develop, maintain, and provide system documentation
4 per month

Document and maintain changes to customer contact information
2 per month

5.2.3 Automated Surface Observing Systems Operations and Monitoring Center

Provide site file recovery and restoration support for ASOS site-specific configuration files
3 per month normally BUT during upgrades may be 4 times per week, upgrades occur 2 per year.

Maintain ASOS peak wind data sets and implement changes to ASOS as required
2 per year

Archive data for aircraft accidents
2 per week

Archive data for extreme weather events
3 per year

Provide technical assistance for ASOS users
5 per day

Provide technical assistance with scheduled and/or emergency changes
2 per year

Monitor/operate AOMC systems/Diagnose failures/take corrective action
Monitor Continuously, 2 alarms per month

5.2.3.1 AOMC System Administration

Manage and maintain AOMC web pages
Manage: 2 per day
Maintain: 4 per week

Manage and maintain the AOMC Maintenance Support System (AMSS)
Manage: 2 per day
Maintain: 8 per week

Post trouble ticket information to the web site
Post will be automated but 2 alarms per month

Manage AOMC-NCDC site file changes program
2 per year

Administrative support for the NWSTG voice mail system
1 per month

5.2.4 Systems Monitoring and coordination center

Star4 outage message
1 per day

Document and maintain customer contact information
2 per month

CADAS checks
720 per month

NWSTG display sign
10 per month

Monitor/notify external agencies of hardware alarms
Monitor Continuously, 3 alarms per month

Star4 checks
Monitor Continuously, 2 events per month

5.2.5 Contingency Backup Site

Monitor backup site
Monitor Continuously, 10 alarms per day

Resolve functional problems

4 per month

Answers are underlined

C.1.2   Property inspection and joint inventory was removed from draft PWS. Joint inspection is required by FAR.   <u>The equipment that will be used under this contract is Government Furnished Equipment (GFE). There will be a joint inspection and inventory before turnover to the contractor. The government retains maintenance responsibility and upgrade responsibility.</u>

C.5.2.2 Doomsday Kit - subordinate entries reflect an inventory in the in the kit. They are no subordinate tasks or actions. <u>Well there are no standards but the task of "Backup Dooms Day Kit and transport to off-site location" is stated in the Switch Operations tasks. These tasks are not intended as subordinate tasks but are the current contents of the kit as stated in the definitions section.</u>

C.5.2.1 Unknown queue - 21,210 reflects an average number of messages. Unknown queue must be checked each hour, therefore occurrences should be 730 per month. <u>Our attempt was to give an idea of the number of messages that would have to be reviewed. It is true that the number of times that you would check the unknown queue would be 720 or so, but the number of messages that you might find there is indicated by this entry. Perhaps it is confusing and should be expanded upon.</u>

C.5.2.2 Radar image events and status checks are hourly requirements, therefore occurrences should be 730 per month for each vice 684. <u>As an estimate of work performed, we said that the occurrences should be AT LEAST 30x24=720 x .95 = 684.</u>

C.5.2.4 Narrative states SMCC performs system administration for the STAR4 and CADAS systems. Function is not done by the SMCC, currently being done by Technical Control area.
<u>So?? Our idea is not to say where things are done only that they need to be done.</u>

Two performance standards exist for the product delivery and checks on CADAS, but no task description or workload is shown. <u>We do not have workload statistics because we did not monitor this system as it needs to be monitored nor did we log it when we did monitor. This system is currently listed in TE5 and TE3 but may shortly be moved to NWSTG "owned" status.</u>

C.5.2.3.1 No workload exists for the web page development task. <u>The table should show that the workload is once (1) monthly.</u>

C.5.2.3 For the Lotus Notes database, REXX and Visual Basic programs, no workload is shown, only the lines of code, forms, views, or agents. This does not describe of often upgrades, changes, or troubleshooting takes place. <u>The table should show that the workload is once (1) monthly.</u>

C.3.1.1 and C.3.1.2 - Initial and final building inspections were removed. Is this in error? <u>See comments for C.1.2 at top of page.</u>

C.5.2.1 Tracking of customer requested data was removed. Is this in error? <u>We modified a statement in an attempt to clarify our task. We changed "Re-send, correct format and determine status of customer data products" to "Re-send, correct format and determine status, availability and distribution of customer data products" to show that the service provider needs to be able to find out where a product is in our environment and determine where it should be.</u>

Yearly frequencies should be changed to annual in the workload tasks. <u>OK</u>

Workload for STAR4 daily messages and CADAS hourly checks were removed from tasks, but is still in narrative and performance standards. <u>We do not have workload statistics because we did not monitor this system as it needs to be monitored nor did we log it when we did monitor. This system is currently listed in TE5 and TE3 but may shortly be moved to NWSTG "owned" status.</u>

Trouble tickets information for SSMC, Tech Control and Gateway, currently does not exist. How were the numbers derived? <u>Expert Estimation</u>.

Currently AOMC personnel travel outside local area. This should be listed in the PWS. Also, should include the Government will pay for such travel. <u>The travel will be payed for by the Government if it is required. Local travel will usually be to NCEP, or other agency headquarters in the DC area. Travel outside the area will normally be in the continental US but will vary.</u>

Questions of 9/16

I have some additional questions in reference to the 5.2.5 Contingency Back Up Site:

What is the scope of the task? Will all of operations be moved over to the site or can part of the operations be moved over? <u>Since the backup site is not yet available, I can give our current expectations. Whether in scheduled or unscheduled mode, once the backup is complete, we will run all of the operations.</u>

How long will the test last? <u>Tests will last about 8 hours but the start times may vary.</u>

Will the test be with personnel on-site or can it be operated remotely? Will a full compliment of staff be needed to operate the site? <u>At this time, the only requirement for a test is that the backup site must be fully functional with the ability to fail back to the primary site at a moments notice. This means that processors and communications paths must be monitored, physical restarts must be possible and operations must meet standards provided in the PWS. In the test mode there will be communications between Silver Spring and the backup site that may be utilized.   In the unscheduled mode, a full compliment of staff is necessary.</u>

Will the equipment used at the site be the same as in the Silver Spring location? If the equipment is different, will the Government provide the necessary training to operate the equipment? <u>It is expected that the equipment at the backup site and the primary site will ultimately be the same. However, during initial deployment there may be substantial differences. The government will provide training.</u>